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ABSTRACT

The Outreach and Technical Assistance Network (OTAN) was developed to disseminate resources to California adult educators. During the project's third year, staff development and information services were provided to 321 funded agencies. In collaboration with the Educational Telecommunications Network, OTAN staff organized the Adult Learning Channel for the delivery of adult basic education (ABE) and English-as-a-Second-Language (ESL) teacher training. Thirteen sessions were developed and received at 30 different downlink sites. OTAN satellite-based staff development activities were continued, and several policy papers recommending options and strategies for ABE distance resources were published. Staff at OTAN resource centers organized 283 activities. The files of OTAN Online, the network's three-level system of storage, retrieval, and dissemination of adult education resources, were also expanded to more than 38 megabytes of useful information. Other OTAN activities during the third year included ongoing support for 11 libraries in the OTAN Resource Centers, expansion of its Adult Education Archives (including the Vocational ESL Workplace Clearinghouse), and restructuring of existing OTAN network communications. (Thirteen project-related exhibits, including tables detailing the activities of the various OTAN components, are appended.) (MN)

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OTAN

OUTREACH AND TECHNICAL ASSISTANCE NETWORK

THIRD YEAR EVALUATION REPORT
February 1, 1992 - January 31, 1993

Prepared for:

California Department of Education
Youth, Adult and Alternative Education Services
Adult Education Unit
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AN ADULT EDUCATION 2000 PROJECT

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Executive Summary

OTAN Project
The Third Year

OTAN – THE THIRD YEAR

The third year of OTAN funding provided an expansion of resources for California adult educators. OTAN staff continued to move ahead with augmentation and refinement of staff development and information services. New technologies provided the mechanisms for expanding communication, information access, and training opportunities for 321 funded agencies.

Outreach efforts focused on exploring the use of distance learning. To provide greater access to staff development activities OTAN, in collaboration with Educational Telecommunications Network, organized the Adult Learning Channel for the delivery of ABE and ESL teacher training. OTAN staff selected, scheduled, coached presenters, and also advertised and mailed viewer support materials. In all, thirteen sessions were organized and received at thirty different downlink sites.

As the delivery of staff development via satellite was conducted, other staff were exploring distance learning options for student instruction: Based on research conducted, recommended strategies for providing ABE distance education were outlined in several policy papers These specific strategies/approaches are now being shared and investigated with agencies exploring distance learning options.

OTAN training activities took a more diversified approach. During the third year, 283 activities were organized by OTAN Resource Centers. A variety of other training programs were offered through serial institutes, as collaborative activities, and via electronic communications. OTAN staff have continued to focus on collaborative efforts with a special focus on building like work groups and training those groups in the use of OTAN Online for communication and information sharing.

The third year saw further progress on the three level system of storage, retrieval, and dissemination of adult education resources. Underlying this effort has been the emphasis on instant access to the latest research, program innovations, and instructional resources. To achieve this goal, OTAN has continued to build information exchange partnerships with various public and non-profit agencies. Currently, more than 38 megabytes of useful information is available through OTAN Online, the equivalent of 9,500 typewritten pages. However, what is most impressive is the number of times the information is accessed. During the third year, electronic files were accessed 25,777 times by online users!

Other activities under the accessing information component included on-going support for eleven libraries in OTAN Resource Centers and an expansion of the Adult Education Archives. One of the more interesting collections built this past year is the VESL Workplace Clearinghouse. To date, the Clearinghouse has acquired and made available for distribution an inventory of 140 items. Its important to note that these "lost" products, mostly developed with public monies, are now available to agencies at a cost recovery basis.

One area of OTAN that has been restructured is network communications. During year two, most 321 agencies had been connected to OTAN Online. The problem, however, was a lack of active participation. After consultation with the Adult Education Unit, it was determined that OTAN objectives would be revised in order to place a greater focus on getting users to communicate effectively. To that end, online users have increased technical support, both by telephone and on-site visitations. Specialized work groups, a technical support academy, revised user guides, and linkages to other communications systems are all efforts designed to create active users - - to help them feel comfortable with the technology and to provide a real purpose for using the system.

A great many exciting and worthwhile activities have taken place during the past funding year. Administrators are now electronically communicating with their peers throughout California and beyond; ESL teachers are learning how to use new technology in their classrooms; literacy instructors are receiving training in new teaching techniques via satellite; researchers are using the Adult Education Archives to explore past efforts; and future adult education teachers are using training materials available through OTAN Resource Centers. Through the efforts of OTAN, more adult educators have access to better information and training activities necessary for making more informed decisions about managing classrooms or agencies.

The following report provides details of major activities conducted between February 1, 1992 and January 30, 1993. Various exhibits included with the report provide specific numbers related to training, library usage, OTAN Online usage, etc. It is hoped that this report provides a succinct yet clear picture of activities conducted by the Outreach and Technical Assistance Network.

Outreach Component

Summary of Outreach Activities

THIRD YEAR SUMMARY

The O in OTAN stands for "outreach". OTAN has provided increased access to adult education support services to those areas that do not have funds to provide adult education services to their population, or that are situated in geographically remote parts of the state.

- OTAN planned, organized, and supported the implementation of a **two county literacy consortia**. The Tehama-Glenn County Adult Learning Consortium received OTAN technical support during the first half of year three funding.
- OTAN staff conducted research on **distance learning modalities** appropriate for adult learners. Based on information gathered from research, recommended strategies for providing ABE distance education have been documented. These specific strategies/approaches are being shared and investigated with agencies now exploring distance learning options.
- OTAN coordinated the delivery of **staff training via satellite**, providing access to training for more than 300 teachers at 21 downlink sites.
- OTAN enhanced the operation of the **Educational Technology Centers**, providing adult educators with opportunities for hands-on sampling of new instructional technologies appropriate for classroom implementation.

Two County Literacy Consortia

First year OTAN outreach efforts focused on reviewing demographic and economic data on 17 "unfunded" counties identified by the Adult Education Unit. During the second year of OTAN funding, the Tehama-Glenn Adult Literacy Consortium was created to bring together key stakeholder groups to plan for a rural technology-based demonstration literacy initiative. Through the efforts of Consortium members, coupled with funding provided by the California Department of Education, Project: Adult Learning (PAL) was formed (See Exhibit A).

From July 1, 1991 through June 30, 1992, PAL staff coordinated combined recruitment efforts, acquisition of technology for direct service providers, and student tracking for all Consortium members (See Exhibit B). Primary role of OTAN during this period was to provide technical assistance. Major support activities:

- Demonstrated different types of technology appropriate for literacy instruction such as laptop computers, stand-alone computers, integrated learning systems, card readers, bar-code readers, and video systems.
- Recommended software for use on laptop and stand-alone computers including programs for basic skills, parenting and family literacy.
- Provided OTAN Online Communication System software installation, training, and technical support for PAL central office and cooperating providers.
- Offered software recommendations and various options for entering and tracking PAL learner information.
- Monitored and provided on-site visitations at seven consortia agencies.
- Researched and evaluated potential PAL funding sources.

Distance Learning Modalities

As an extension of outreach efforts, OTAN staff explored possibilities of using distance learning technologies to meet teacher training and student instructional needs. During the project year, a major distance learning project provided statewide staff development. (See next section "Delivery of Staff Training via Satellite). A second effort involved conducting research and proposing a conceptual design framework for the delivery of basic skills instruction via distance learning.

- Research was conducted and a paper was prepared on significant efforts for using television to reach the adult learner.

Distance Learning Modalities (con.)

- Major video series designed for literacy, basic skills, and pre-GED instruction were reviewed and evaluated. One series produced by Prentice Hall Cambridge was identified as having potential for an effective distance learning tool. The series is currently being "re-packaged" and modified to better accommodate independent learning. Upon completion of modification, the series will be field tested and evaluated for possible statewide satellite distribution.

- A concept paper (Joint Operation for Distance Instruction) was drafted, proposing a design framework for state funded adult schools to pool resources and collaborate for providing distance instruction.

- OTAN Project Director participated as an advisory representative for a proposed PBS/KCET video series entitled "What Works at Work." Complete scripts were developed, however funding to produce the series was not secured.

Delivery of Staff Training via Satellite

In order to provide access to staff development activities to adult educators of California at a minimum cost, OTAN in collaboration with the Educational Telecommunications Network in Los Angeles County organized the Adult Learning Channel for the delivery of staff training via satellite.

- The most requested presentations were selected for satellite delivery. The ESL Tool Box, The Adult Life Skills Starter Kit, Multilevel ESL, as well as ALIT's Recruitment and Retention of Adult Literacy Students, and Cal Lit's Inservice for Volunteer Tutors were some of the chosen 13 sessions.

- OTAN staff selected, scheduled, and coached presenters. Assisted presenters in preparing the program script and field support material. Mailed packages of field support materials to 30 downlink sites prior to each program broadcast. (See Exhibit C)

- Monthly brochures announcing the satellite programs with the transponder information were posted in the OTAN Online Forum and also mailed to all 321 providers. (See Exhibit D)

- Teachers and other support personnel throughout California had the opportunity to participate in the 13 staff development sessions via satellite at listed downlink sites, at their own local school, and in many cases, in their own homes.

- Cable companies in some areas were supportive in downlinking the requested programs. It is estimated that over 300 educators have accessed the Adult Learning Channel staff development programs.

Hands-on Sampling of New Instructional Technologies

OTAN established two Educational Technology Centers (ETC) in the southern and northern offices. A total of 321 instructional and administrative staff have had opportunities for hands-on sampling of new instructional technologies appropriate for classroom implementation.

- A variety of hardware, from Apple IIe to CD ROM, in both platforms, MS DOS and Mac, educational and productivity software, plus many software guides have been arranged for perusal at the convenience of the participants.
- OTAN staff has been accessible to answer specific questions. Every month educators have attended two to three guided hands-on software reviews.
- OTAN director and staff have given several multimedia presentations at conferences and in regional workshops. These presentations have been very successful and will become the pre-session of a future Instructional Technologies Institute.

Training Component

Summary of
Training Activities

THIRD YEAR SUMMARY

The T in OTAN stands for "training". OTAN has fulfilled staff development needs of California adult educators in diversified forms: organized by the regional resource centers, through serial institutes; via satellite delivery; in collaboration with other agencies; and online.

- OTAN support of **regional resource centers** has assured responses to staff development needs at the grass roots level. During the third year, 283 activities were organized.

- OTAN Resource Centers **assessed the staff development needs** of administrators, teachers, and support personnel in agencies receiving ABE 321 federal funds. Over 900 agency representatives responded to the needs assessment questionnaire.

- OTAN Staff Development manager and the Resource Center managers collaborated in organizing meetings, workshops and seminars based on regional needs. During this period 3,922 adult educators participated in **regional staff development activities.** OTAN also coordinated the delivery of staff training via satellite which provided access to training to more than 300 teachers at 21 downlink sites.

- OTAN's basic principle of providing technical assistance and information to adult education providers includes **collaboration with other agencies** and projects related to adult education. OTAN and OTAN Resource Centers worked closely with many agencies such as CASAS, ALIT, ESL Teacher Institute.

- OTAN provided series of **ESL Teacher Institutes** to adult educators. Institutes were also scheduled in the hard to reach areas such as Calexico, Lompoc, Red Bluff, and Eureka. 488 teachers participated in these series of Institutes.

- OTAN arranged training related to **infusing technology** into the Literacy and/or ESL classrooms. Adult educators attended 1,437 hours of hands-on training in the ETC Centers.

- OTAN has provided **training in the use of the OTAN Online.** Hands-on workshops have encouraged more teacher participation in using online information. Over 230 adult educators have had hands-on training.

- OTAN Online has created a new modality for training and for technical assistance. OTAN staff respond to online inquiries on a daily basis. OTAN staff has been encouraging **work groups** in using online for communication and information sharing.

Resource Centers throughout California

The main role of the OTAN Resource Centers has been to respond to the staff development needs of adult educators at a grass root level.

- To accomplish this task, OTAN, in coordination with CDE consultants, has organized, supported and guided eleven regional resource centers. These centers have been strategically located to serve the local educational providers in their area.

- During the 91-92 year it became apparent that with dwindling resources, it was not feasible to continue supporting eleven centers. As of October 1992, the geographical regions were clustered around seven regional resource centers.

- Resource Centers have become hubs of information in the regions served. During this period the Resource Center managers provided the following services: 417 individual administrative consultations; 371 adult education teachers observed their model classrooms; 529 people used the resource libraries; and they responded to 5,111 technical assistance phone/online inquiries. (See Exhibit E)

Inservice Needs of Adult Educators Identified

The OTAN Resource Centers assessed the staff development needs of administrators, teachers, and support personnel in agencies receiving ABE 321 federal funds. They used a needs assessment instrument developed by the OTAN advisory committee.

- Over 900 agency representatives responded to the needs assessment questionnaire. Resource Center managers also assessed inservice needs during regional meetings and at network meetings.

- Staff development activities were prioritized and scheduled based on information compiled from questionnaires and meetings. A total of 283 activities were scheduled during the third year.

- All 321 agencies in the regions have had opportunity for input as to "what, where, and when" activities are scheduled. The 321 agencies have been encouraged to "host" sessions in order to facilitate teacher access to staff development functions.

Staff Development Activities Based on Regional Needs

The OTAN Staff Development manager and the Resource Center managers collaborated in organizing meetings, workshops and seminars based on regional needs.

- Staff Development manager processed all administrative paperwork for approval and payment of services for over 130 presenters and on-site consultants.
- Resource Center managers were responsible for the logistics of scheduling date, time and place, and the compiling of evaluations.
- Advertising of activities was two fold: Resource Center managers sent flyers to the agencies in their regions, and Staff Development manager compiled calendar information to be posted in the OTAN Online Communication System. During this period 3,922 adult educators participated in regional staff development activities. (See Exhibit F)

Collaboration with Other Projects

The OTAN Staff Development manager and The Resource Center managers maintain regular and consistent contact regarding staff development activities and resources with all CDE sponsored programs.

- As part of this collaboration the Resource Centers hosted: regional YAAES division information meetings, CASAS training meetings, ALIT Institute sessions, ESL Teacher Institute sessions for Mentor Teachers.
- The Resource Centers also hosted 4 regional training sessions organized in collaboration with Employment Training Network for JTPA providers.

ESL Teacher Institutes

From December 1, 1991 to September 30, 1992, OTAN Staff Development manager assumed the responsibility of scheduling the ESL Teacher Institute for New and for Experienced teachers as well as the ESL Teacher Institute on Cooperative Learning. (See Exhibit G) The responsibilities, based on needs assessment information, included:

- Logistics: selecting a site, dates, and modules to be presented.
- Trainer services: contacting trainers and providing them with video, workbooks and transparencies needed for session, plus processing necessary paperwork for payment of services and travel expenses.
- Advertising: preparing and mailing flyers with registration information.
- Participant services: registering, providing directions, tracking attendance and issuing completion certificates.
- Reporting: compiling evaluation information, providing feedback to trainers and to ESL Teacher Institute director, and preparing quarterly reports of institute activities. A total of 488 teachers participated in the ESL Teacher Institutes.

Workshops on Implementing New Technologies

OTAN coordinated training related to infusing technology into the Literacy and/or ESL classrooms.

- Training has been provided by project staff and outside consultants at conferences, at resource centers, and at the two OTAN Educational Technology Centers (ETC), one in Northern California, Sacramento, and the other in Southern California, La Puente.
- At the Educational Technology Centers, OTAN organized individualized sessions to provide adult educators with hands-on computer workshops for implementation of productivity software.
- From February to December of 1992, educators attended 579 hours of hands-on training in the Sacramento ETC; in the La Puente ETC from June, 1992 to January, 1993, educators spent 858 hours on hands-on training. (See Exhibit H,I)

Training in the Use of OTAN Online

OTAN designed a wide area computer network information dissemination system. To facilitate access to OTAN Online, a series of audience specific workshops were designed by the staff.

- Three workshops were presented at two of the major state conferences CBE and CCAE.
- Six individual training sessions were arranged for CDE personnel. Two regional training sessions were presented at the San Jose and Sweetwater Resource Centers.
- Over 50 participants attended the hands-on training presented at the CATESOL regional conferences in San Diego, Palo Alto and Long Beach.
- Over 97 adult educators had hands-on training in the OTAN Online module "Using Key Word Search" at Manteca, San Bernardino, Centinela Valley, Alhambra, ABC, Azusa and Culver City.

Work Groups Using OTAN Online

As part of the activities to encourage educators to use OTAN Online as a viable communication system, OTAN staff has been encouraging groups to discuss their concerns, plan activities, ask for assistance, research information, or simply send messages, ONLINE.

- Activities in the planning of ACSA Adult Ed one day conference was done mostly online.
- The work of a CCAE statewide subcommittee was done online, saving time and money on travel.
- East San Gabriel Valley Resource Teachers Network communicate online.
- Sweetwater Resource Center manager communicates with all the 321 agencies in her region online.
- CASAS has begun to send notices and agendas for their meetings online.
- OAR teachers communicate online.
- Resource Center managers not only communicate, but submit their quarterly reports online.
- OTAN Online has created a new modality for training and for technical assistance. OTAN staff respond to several inquiries on a daily basis, online.

Accessing Information Component

Summary of
Accessing Information
Activities

THIRD YEAR SUMMARY

The A in OTAN stands for "accessing information." OTAN has developed for the benefit of California adult educators a national network for information sharing and a three level system for the storage, retrieval, and dissemination of adult education resources.

- OTAN's underlying **principles for information sharing** include: instant access to the latest research, program innovations, and instructional resources; utilization of the latest technological advances; and preservation of the reports and products of past efforts.
- OTAN's **national network for sharing adult education resources** includes: USDE components; ERIC and other national clearinghouses, centers, and forums; California Department of Education components; State Directors of Adult Education; federally funded projects in California and other states; library literacy programs; private non-profit agencies; local education agencies, and professional organizations.
- **Techniques for information sharing** include: review by Information Manager of print catalogs, flyers, reports, curricula, bibliographies, newsletters, the Federal Register; donations from federally funded projects; monitoring other electronic forums; subcontracts; professional conferences.
- About 38 mg of **data is stored electronically in the OTAN Online Forum** in both reference and topical areas. During the third year, electronic files were accessed 25,777 times by online users.
- Eleven **libraries in OTAN Resource Centers** provide for the regional dissemination of training modules, resource documents, and video programs, and preview of commercial instructional materials. During the third year, library materials had 4,746 uses by adult educators.
- The **Adult Education Archives**, a historical collection of handbooks, reports and products of state funded research, curriculum, staff development and assessment projects, has grown to 373 cataloged items, and is used primarily by researchers and Department of Education staff.
- The new **Educational Technology Center Library** for dissemination of information on new and emerging technology has 375 cataloged items and served 37 adult educators in the third year.
- The new **VESL Workplace Clearinghouse** for acquiring, publicizing, and distributing public domain Vocational ESL materials has an inventory of 140 items with 110 appearing in the new catalog, and filled 29 orders.

National Network for Information Sharing (con.)

- Coordinated with other federally funded projects in California
  - Adult Education Institute (AEI)
  - Adult Literacy Instructor Training Institute (ALIT)
  - ESL Teacher Institute
  - Comprehensive Adult Student Assessment System (CASAS)
  - Evaluation and Training Institute (ETI)
  - Leadership Training Program
  - Executive Development Program

- Followed activities of related private programs and agencies
  - Business Council for Effective Literacy
  - California Literacy

- Took active role in related professional organizations
  - American Association of Adult and Continuing Education (AAACE)
  - American Vocational Association (AVA)
  - Association of California School Administrators (ACSA)
  - CA Association of Teachers of English to Speakers of Other Languages (CATESOL)
  - California Council for Adult Education (CCAE)
  - Computer Using Educators (CUE)
  - Teachers of English to Speakers of Other Languages (TESOL)

Information Acquisition

The OTAN Information Manager used the following techniques for acquiring information:

- Monitored catalogs and flyers and ordered as appropriate
- Evaluated research reports, curricula, bibliographies, and monographs received
- Monitored related print newsletters
- Reviewed the *Federal Register* for grant information
- Obtained from other federally funded projects in California their products and news about their meetings and staff development activities
- Monitored related state and national electronic forums
- Subcontracted for specialized information services
  - CCAE – sample lesson plans & course outlines, current articles
  - CCAE / Twombly & Assoc. – California legislative information
- Attended regional, state and national adult education conferences
  - AAACE National Conference, Anaheim, November 1992
  - ACSA Adult Ed State Conference, Anaheim, November 1992
  - ACSA Region XV Adult Ed Committee (monthly meetings)

Information Acquisition (con.)

California 353 Coordinating Council (quarterly meetings)
CASAS Summer Institute, San Diego, June 1992
CATESOL State Conference, Sacramento, April 1992
CBE/LeARN, San Francisco, March 1992
CCAE State Conference, Los Angeles, April 1992

Electronic Storage and Retrieval of Information

Information which is appropriate for electronic storage and retrieval was first evaluated for its permanency. Frequently updated information for the topical areas of the Online Forum, such as grants and other notices, rosters, and calendar listings, went directly to document processing. More permanent information for the reference areas of the Online Forum, such as curricula, research reports, and bibliographies, were first described bibliographically and entered in a master database.

Document processing involved several stages. Information received in electronic format was transfered into text only (ASCII) format and divided into short "table of contents" sections which are named for easy online searching. Information received in print format was first scanned using optical character recognition (OCR) software and then formatted with word processing software.

Following preparation, the documents were uploaded into the proper section of the OTAN Online Forum. Electronic mail messages were sent to alert online users to significant new items. During the period, online documents were opened 25,777 times by users. (See Exhibit L)

Adjustments were made this year in the location of some types of information, and there were some name changes. However, the basic areas of the forum were created after a needs assessment of potential users, have been validated by two user surveys, and have remained essentially consistent.

OTAN ONLINE FORUM OVERVIEW

- Reference Areas:
  - Lesson Plans
    - 85 samples in 7 program areas
  - Course Outlines
    - 195 samples in 10 program areas
  - Current Documents
    - Complete texts of 291 documents in 22 hot topic areas
  - Curricula Resources - 556 files
    - Bibliographies of print, software, and video materials
    - Clearinghouse resources
    - Free and inexpensive items to order by mail
    - Complete texts of instructional strategies
  - Software for both Macintosh and MS-DOS platforms
    - Public domain - 219 programs
    - Demo software - 11 programs

Electronic Storage and Retrieval of Information (con.)

OTAN ONLINE FORUM OVERVIEW(con.)

- Reference Areas: (con.)
  - Library and Clearinghouse Listings
    - California Adult Education Archives
    - Employment Training Network
    - California VESL/Workplace Clearinghouse
  - Codes and Regulations
    - California Ed Code and Admin Code excerpts
    - Federal Adult Basic Education Act and Regulations
    - Americans with Disabilities Act
    - JTPA Regulations

- Topical Areas:
  - Master Calendar
    - Events in adult education listed by date, region and topic
  - CDE Icon
    - Notices and directory info from the California Dept. of Education
  - OTAN Resource Centers -
    - Inservice activities of seven regional resource centers
    - Lists of regional library holdings of eleven libraries
  - Legislative Information
    - Legislative information as it relates to adult education
  - Educational Grants
    - Federal and private funding opportunities
  - Who's Who - current directory information
    - OTAN Online subscribers
    - California 321 funded agencies / adult school directors
    - U.S. state directors of adult education
    - Staff development consultants

Regional Resource Center Libraries

The OTAN Regional Resource Centers are an important part of the three level adult education information accessing system in California. The seven currently active OTAN Resource Centers strategically located throughout California have set up libraries for the regional dissemination of training modules, resource documents, and video programs. Most libraries are extensively sampled by vendors and therefore have good collections of commercial textbooks, computer software, and supplemental materials available to preview. In addition, the libraries demonstrate the online communication system and some assist educators on research using the information in the OTAN Online Forum.

- Baldwin Park Adult School
- Mid-City Adult Learning Center - Los Angeles U.S.D.
- Merced Adult School
- Metropolitan Adult Education Program
- Rancho Santiago Community College

Regional Resource Center Libraries (con.)

- Sacramento City U.S.D.
- Sweetwater Union H.S.D.

Also, four agencies which formerly were OTAN Resource Centers agreed to continue to make the deposited resources available to the field.

- Hayward Adult School
- Riverside Adult School
- Ventura Adult School
- Watsonville Adult School

The OTAN Central Office supports the Regional Resource Centers with centralized acquisitions and cataloging of deposited items and other technical assistance. Although the libraries vary in size and level of service provided to the region, their depository collections, with 25 items added in the third year, now total 130 items.

The library at Baldwin Park Regional Resource Center is by far the most active. The adult education teacher credential program at California State University, Los Angeles, regularly sends students to the library to complete curriculum assignments.

During the third year, the possibility of electronically networking the regional libraries was explored. Research into electronic cataloging and networking options did not result in the identification of an appropriate software package to accomplish the objective. Also, a needs assessment of potential test sites revealed that the libraries were not highly enough developed to warrant electronic networking.

During the third year, the Resource Center Libraries recorded a total of 529 special visits from adult educators, circulated items 1,333 times, and provided room use to access items 3,413 times. (See Exhibit J)

Adult Education Archives

The Adult Education Archives, the third part of California's information solution, is an historical collection benefiting practitioners, researchers and policy makers.

The total number of items cataloged into the historical collection on January 31 was 373, with a considerable backlog remaining to be processed. Complete abstracts of the materials grouped by topics were posted in the OTAN Online Forum in the Reference Materials icon. Types of materials included in the collection are books, pamphlets, letters, newsletters, brochures, videos, slides, and audio-cassettes.

The collection includes:

- Department of Education handbooks
- Reports and products of state funded curriculum, staff development, and assessment projects
- Reports of research studies and committees
- Working notebooks of adult education leaders
- Sample products from of California local education agencies.

Adult Education Archives (con.)

During the third year, the collection which was originally housed in the California Department of Education Library, has been moved twice. With the defunding of the CDE Library, the collection was moved to the OTAN Sacramento Office on J Street. When that office was closed in December, 1992, the collection was moved to the OTAN Central Office in the City of Industry. The collection was used extensively by a researcher on adult education history, by a Ph.D. candidate, and by CDE staff. In order to assure the safety, development and continued use of the adult education historical collection, a permanent location, preferably in Sacramento, is being sought.

Educational Technology Center Library

The new Educational Technology Center at the OTAN Central Office in the City of Industry is developing a library for dissemination of information on new and emerging technology and available learning resources. The collection now totals 375 items. Vendors demonstrate their products, and individual and group assistance is provided to adult educators interested in previewing new resources. Thirty-seven educators viewed materials at the center.

Types of technology resources available include:

- Instructional software samples- Apple, Macintosh, MS-DOS
- Production software samples- Macintosh, MS-DOS
- CD-ROM samples
- Interactive videodisc samples
- Video-based instruction samples
- Catalogs
- Research studies and reference books

VESL /Workplace Clearinghouse

A new initiative during the third year was the establishment, through sub-contract with San Diego Community College District, of a California VESL/Workplace Clearinghouse. California adult educators have been leaders in the development of instructional materials to support limited English proficient (LEP) adults in completing short term vocational training programs and securing employment. The materials were developed primarily with public funds and distribution has been limited. As California vocational education programs and workplaces continue to be impacted with LEP adults, the need for VESL support programs continues as does curriculum development. A mechanism for housing, publicizing, and distributing existing VESL materials has been greatly needed.

The following progress was made during the year:

- Located 140 public domain VESL materials
- Entered 110 items in a database
- Publicized the materials through flyer, print catalog, and online catalog
- Presented a workshop at the regional CATESOL, San Diego, October, 1992
- Developed procedures for handling telephone, online and written requests
- Developed procedures for duplicating materials and distributed 29 items

Network Component

Summary of
Network Communication
Activities

THIRD YEAR SUMMARY

The N in OTAN stands for "network". OTAN's Network Communication component electronically links California's adult educators and meets their communication and information needs. This is accomplished through the OTAN Online Communication System.

- The **OTAN Online electronic mail system** has 300 active subscribers in California and 46 guest users from other states. Approximately eighty percent of California's 321 funded adult schools are OTAN Online subscribers.
- The **OTAN Online Forum** has 38 megabytes of information in 5,601 documents which were accessed an average of 2,067 times each month during the third year.
- Online users are supported by telephone and online **technical assistance**, by site visits, and by a user's guide with video. A Technical Support Academy is under development.
- OTAN coordinates the needs of **specialized focus groups** for online information exchange.
- OTAN acts as a liaison between OTAN Online and **other online communication systems** to exchange information of interest.
- OTAN is continuing to develop and improve **electronic communication services** to meet the needs of California adult educators.

Statewide Electronic Mail System

OTAN provides a statewide electronic mail system for adult educators. (See Exhibit K)

- 300 active users within the state of California currently have access to OTAN Electronic Mail.
- 46 active guest users from other states are participating in OTAN Electronic Mail.
- OTAN and CDE staff have access to "host based group addressing," of electronic mail,which serves as an effective means of disseminating information to the field in a timely manner. With this tool a single message may be sent to all users, all users in California, or all users receiving 321 funding.
- OTAN is currently in the process of building an electronic mail gateway to the Internet. When completed, this gateway will allow direct communication between OTAN subscribers and most university researchers across the country.

Electronic Forum for Information Exchange

OTAN supports an electronic forum for information exchange. (See Exhibits L, M)

- The OTAN Forum provides access to a variety of information tailored to the needs of California adult educators. Currently the OTAN Forum contains 38 megabytes of information which equals approximately 9,500 pages of information.
- The OTAN Forum currently contains 5,601 separate documents. All documents within the OTAN Forum are fully keyword searchable. This gives subscribers the tools they need to find specific information quickly.
- Based on usage totals representing the entire life of the OTAN Forum (10/1/90 - 1/31/93), an average of 1,189 documents are opened each month by OTAN subscribers. During the past contract year (2/1/92 - 1/31/93), an average of 2,067 documents were opened each month.

Technical Assistance to Online Users

OTAN provides technical assistance to online users through telephone technical assistance and regional training.

- There are currently three staff members in the OTAN Central Office capable of providing telephone technical assistance to online users. Each quarter, well over 150 calls are processed by this staff.
- The OTAN Technical Support Academy is currently under development. During the next year, regional training of "key operators" from each participating agency will be provided.
- The existing OTAN Online User Guide has been updated and issued in three versions, for subscribers using Macintosh, MS-DOS with Windows, or MS-DOS with Run-Time Windows. These new user guides will be distributed during the next year.

Specialized Focus Groups

OTAN coordinates the needs of specialized focus groups for online information exchange.

- The Round Table Icon of the OTAN Forum contains a space for specialized work groups to exchange information between members. Currently this area is being utilized by Online Action Research (OAR) to allow ESL teachers to exchange teaching practices. The ESL Teacher Institute's Mentor Teacher Training Program is piloting a workgroup, and CASAS is maintaining a workgroup for the CASAS National Consortium.
- The California Department of Developmental Services (DDS) has hired CompuMentor (a California based private non-profit) to support DDS staff and place all state mental hospital schools online. OTAN staff are working in cooperation with CompuMentor to meet the needs of this group.

A Liaison with Other Online Communication Systems

OTAN acts as a liaison between OTAN Online and other online communication systems.

- Currently OTAN Network staff maintain open communications with CAVIX (California Vocational Information Exchange), ED>Net (Economic Development Network), and CORE (California Online Resources for Education). On an as needed basis appropriate information is exchanged between OTAN and the System Operator of each network.
- Network staff also monitor NCBE CIS (National Clearinghouse for Bilingual Education Computer Information Service), FEDIX (Federal Information Exchange), America Online, AppleLink, and Prodigy. As information is found that is of interest to California adult educators, it is shared through the OTAN Forum.

Electronic Communication Services for California Adult Educators

OTAN is continuing to develop and improve electronic communication services to meet the needs of California adult educators.

- Network staff are working closely with CONNECT Inc., as CONNECT redesigns and adds features to the software. These improvements may offer better keyword searching and private work group areas as a part of the OTAN Forum.
- An electronic mail gateway between OTAN subscribers and Internet users is currently under development. This will greatly expand the number of people available to OTAN subscribers through electronic mail.
- OTAN staff continue to monitor developments related to the Internet and NREN (National Research and Education Network) to examine their impact and usefulness for California adult educators.

Exhibit A

Project Adult Learning (PAL)

PROJECT:
ADULT
LEARNING
P O. Box 689,
Red Bluff, CA 96080

PROJECT: ADULT LEARNING

Information & Referral

- Upgrade your reading, writing & math skills
- Learn how to help your children with their schoolwork
- Get your GED or high school diploma
- Learn a new skill or trade
- Prepare for college

OR

- Volunteer your time to help others help themselves!

What Is PAL?

Project Adult Learning is an information and referral service for adult learners and volunteers. Adults are referred to free learning programs within Glenn and Tehama counties that are conveniently located and most appropriate for their specific learning needs. Also, PAL keeps track of student enrollment, progress and achievements to make program entry easier and minimize paperwork for both students and providers.

How Does PAL Work?

PAL has a toll-free number adults can call for immediate assistance. Whether the caller needs to brush up on reading, writing and math, get their GED, high school diploma, learn a new skill or trade, or just learn how they can help their children with school work. They'll learn where to go for free services. Also, for those who wish to give their time to help one of the many fine adult learning programs, the same toll-free number can be used to find out what program is most conveniently located and best-suited for their abilities.

Who Does PAL Help?

The answer is ANYONE who has the desire to further their education - from basic literacy and ESL (English as a second language) to college and vocational courses... and everyone in between. Even those who wish to learn a new skill or trade! Virtually all of the programs are free, however, for those wishing to enter college or vocational courses, PAL will assist students in finding grants, loans or other financial assistance.

What Does It Cost?

Services provided by PAL are absolutely FREE OF CHARGE to anyone regardless of income level or employment status.

PROJECT: ADULT LEARNING Is funded through the Department of Education, State of California and administered jointly by the Tehama County Department of Education and Glenn County Office of Education.
P.O. Box 689 Red Bluff, CA 96080

I Can't Go to School Because...

"...I have children but no child care,."

-PAL will even help students with child care information and who to contact for help.

"...I don't have a way to get to school."

-PAL will help students solve transportation problems, and in some cases, arrange home-based learning.

How Can I Get Started?

Just call the toll free number on this brochure. A PAL representative can take all information over the phone and help you get started right away!

Don't Wait - Call Today...

Your Future Is Just A Phone Call Away!

PROJECT :
ADULT
LEARNING
1-800-750-5811

Exhibit B

Tehama - Glenn Adult Literacy Consortium

Tehama trying to improve rural education

■ The Tehama-Glenn Adult Learning Consortium is a pilot program that pools the resources of existing adult learning and literacy agencies.

By Mark DeSio
Tehama County bureau chief

RED BLUFF - With the help of 14 adult learning and literacy agencies, Tehama County is attempting to improve its education to rural areas.

A program has been established by the county's Department of Education that attempts to provide resources to rural areas, which in the past have gone unserved due to little or no state funding.

"We have developed an integrated rural delivery system that allows us to be more efficient and effective in serving previously un-served rural areas." said Linda DeSilvey, program coordinator.

"They are providing a link for all literacy programs in the county by tying us together so we can deliver a much more effective, coordinated service."

Cindy Byers, reading program coordinator

Joined by Glenn County, the Tehama-Glenn Adult Learning Consortium is a pilot program made up [of] two volunteers and two directors who assist literacy councils, libraries, community colleges and other learning agencies.

A data base has been created that links the agencies together.

"I have been dealing a lot with the learning consortium and they have been real helpful to our program," said Cindy Byers, the literacy program coordinator for the Tehama County Library Adult Reading Program. "They have provided a certain amount of education for tutors and given good administrative support services for us.

"They are providing a link for all literacy programs in the county by tying us together so we can deliver a much more effective, coordinated service."

The consortium began in September and is targeting some 400 displaced workers, welfare recipients and non-native Americans who speak English as a second language."

Ann Kepler, the consortium's information specialist, said a toll-free phone number has been established to give immediate assistance to people who are attempting to improve their reading writing and math skills, seeking their high school diploma or its equivalent, preparing for or enrolling in college courses, receiving job training or serving as volunteers.

According to Marvin Locke, Tehama County's superintendent of schools, the state asked the county to take on the program. He said the state is watching closely to see if the program is effective enough to be expanded into neighboring counties, such as Shasta County.

The state receives up to $200,000 from the federal government annually and reallocates it to the consortium.

Exhibit C

Adult Learning Channel Downlink Sites

OTAN

in collaboration with

ETN™

The Adult Learning Channel Viewing Sites by County

Exhibit D

Adult Learning Channel Schedule

OCTOBER CALENDAR

DATE	TIME	SESSION
Oct. 9, 1992	12:45 pm-1:45 pm	Recruitment and Retention Strategies for Adult Literacy Students, Part 1
	2:15 pm-3:15 pm	ESL Tool Box for Teachers, Part 1
Oct. 16, 1992	12:45 pm-1:45 pm	Retaining Adult Literacy Students, Part 2
	2:15 pm-2:45 pm	ESL Tool Box for Teachers, Part 2
Oct. 23, 1992	2:00 pm-2:30 pm	ESL Tool Box for Teachers, Part 3
Oct. 30, 1992	2:00 pm-2:30 pm	ESL Tool Box for Teachers, Part 4

NOVEMBER CALENDAR

DATE	TIME	SESSION
Nov. 6, 1992	2:00 pm-3:00 pm	Adult Life Skills - A Multi-Level ESL Starter Kit for Teachers, Part 1
Nov. 13, 1992	2:00 pm-3:30 pm	Adult Life Skills - A Multi-Level ESL Starter Kit for Teachers, Part 2
Nov. 20, 1992	2:00 pm-3:30 pm	Adult Life Skills - A Multi-Level ESL Starter Kit for Teachers, Part 3

DECEMBER CALENDAR

DATE	TIME	SESSION
Dec. 2, 1992	7:00 pm-8:00 pm	Basic Literacy/ESL Inservice for Volunteer Tutors, Part 1

JANUARY CALENDAR

DATE	TIME	SESSION
Jan. 15, 1993	2:00 pm-4:00 pm	Effective Teaching in a Multilevel ESL Classroom, Part 1
Jan. 20, 1993	7:00 pm-8:00 pm	Basic Literacy/ESL Inservice for Volunteer Tutors, Part 2
Jan. 29, 1993	2:00 pm-4:00 pm	Effective Teaching in a Multilevel ESL Classroom, Part 2

FEBRUARY CALENDAR

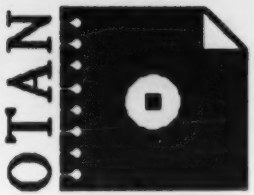
DATE	TIME	SESSION
Feb. 10, 1993	1:00 pm-2:00 pm	Teachers Networking With Teachers: Teaching Strategies and Techniques for ESL Teachers

MARCH CALENDAR

DATE	TIME	SESSION
Mar. 3, 1993	7:00 pm-8:00 pm	Basic Literacy/ESL Inservice for Volunteer Tutors, Part 3

Exhibit E

OTAN Resource Centers Summary of Activities



Annual Resource Centers Summary of Activities

Resource Centers	Administrative Consultations	Classroom Observations	Library	Phone Contacts	Needs Assessment	Inservice Participants	Agencies Served
Baldwin Park	17	12	38	915	0	588	312
Grant***	34	1	14	110	315	55	30
Hayward***	28	25	35	58	0	280	60
Mid-City***	15	135	48	204	26	260	144
Merced	33	11	25	156	185	462	122
MAEP	14	13	96	550	43	483	106
Rancho Santiago	32	74	94	2190	166	1043	108
Riverside**	47	20	4	113	0	130	27
Sacramento City*	2	0	7	48	0	38	20
Sweetwater	160	13	84	687	231	398	69
Ventura***	12	20	59	18	0	27	10
Watsonville***	23	47	25	62	23	158	28
TOTAL	**417**	**371**	**529**	**5111**	**989**	**3922**	**1036**

**One quarter of activity*

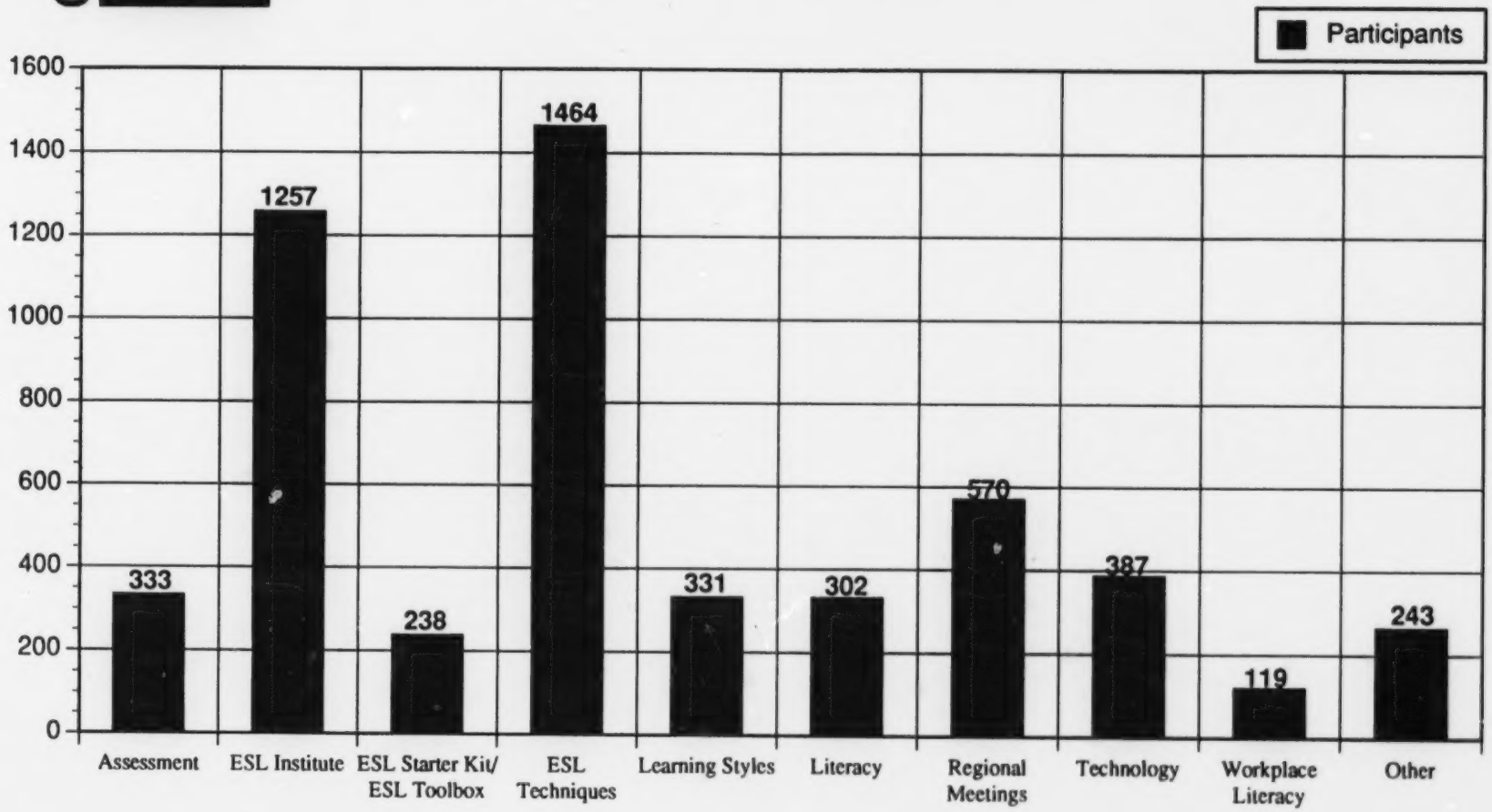
***Two quarters of activity*

****Three quarters of activity*

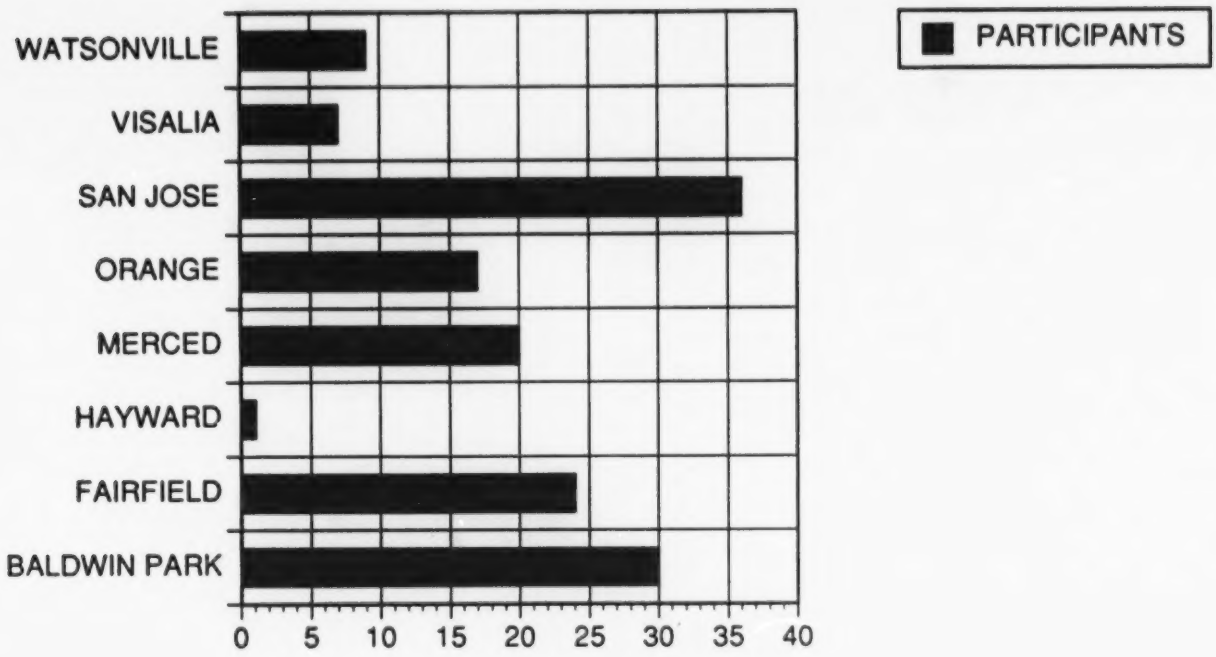
Exhibit F

OTAN Staff Development Activities

OTAN STAFF DEVELOPMENT ACTIVITIES
December 1, 1991 to January 31, 1993



ESL TEACHER INSTITUTE FOR EXPERIENCED TEACHERS



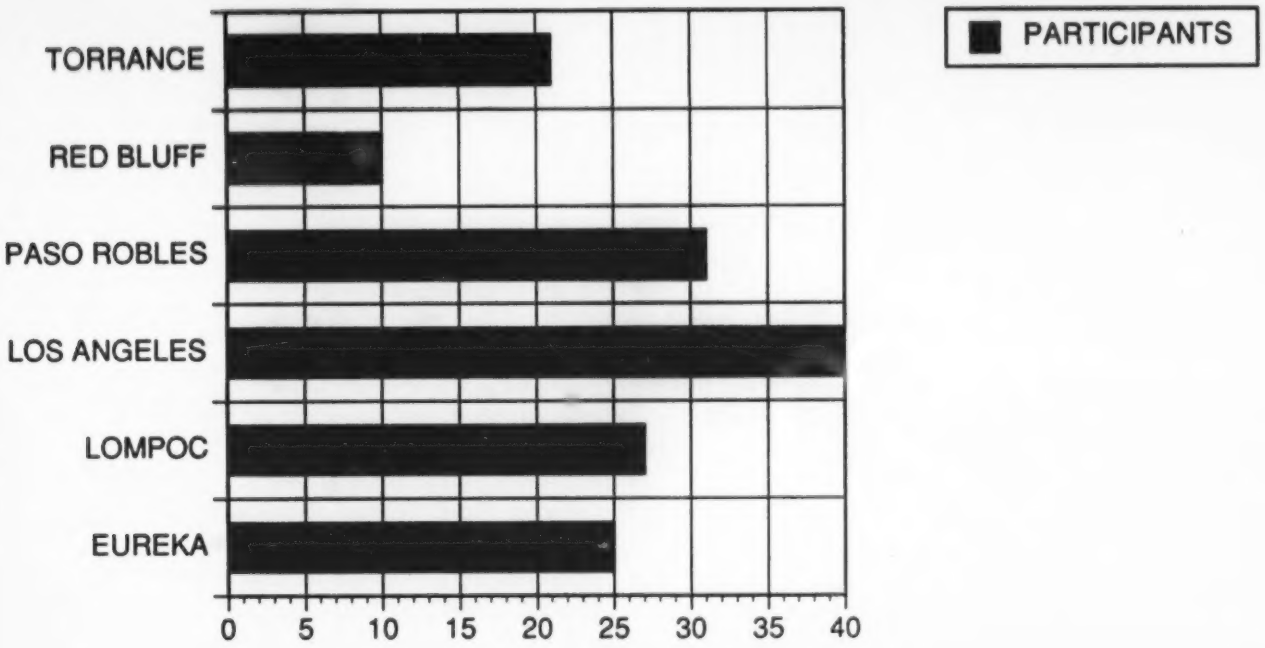
Each ESL Teacher Institute for New Teachers
consists of four sequential sessions.

Each ESL Teacher Institute for Experienced Teachers
consists of two sequential sessions.

Each ESL Teacher Institute - Cooperative Learning
consists of four sequential lessons.

These institutes were scheduled from
December 1, 1991 to June 30, 1992

ESL TEACHER INSTITUTE FOR NEW TEACHERS



ESL TEACHER INSTITUTE, COOPERATIVE LEARNING

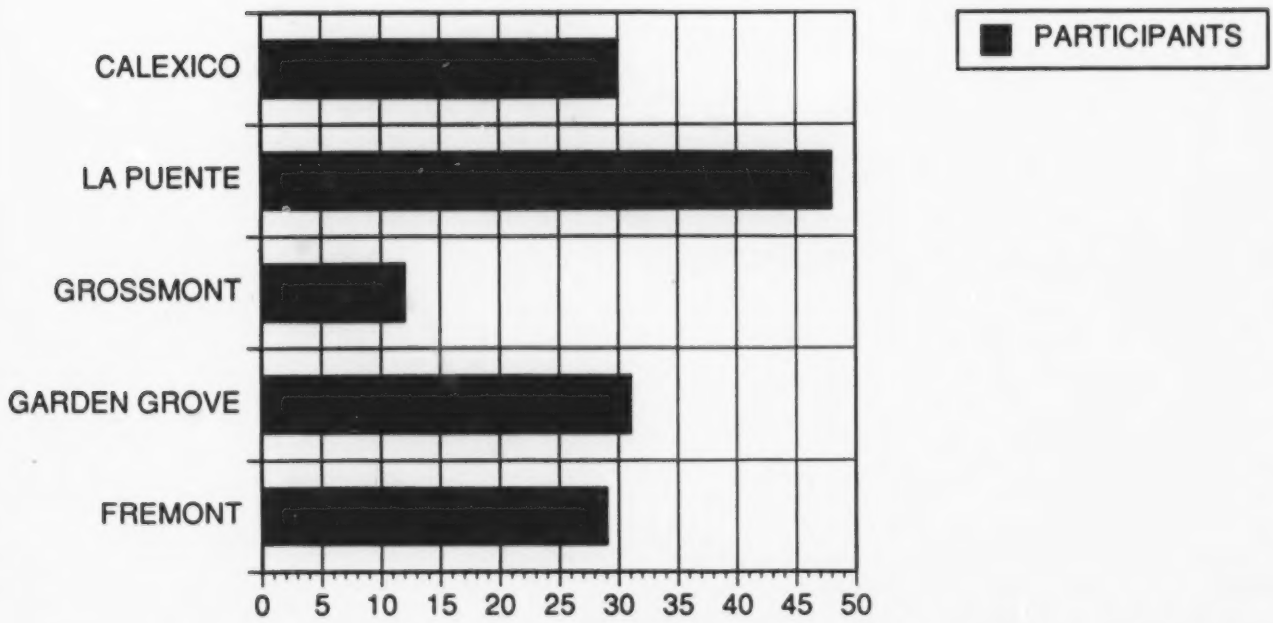
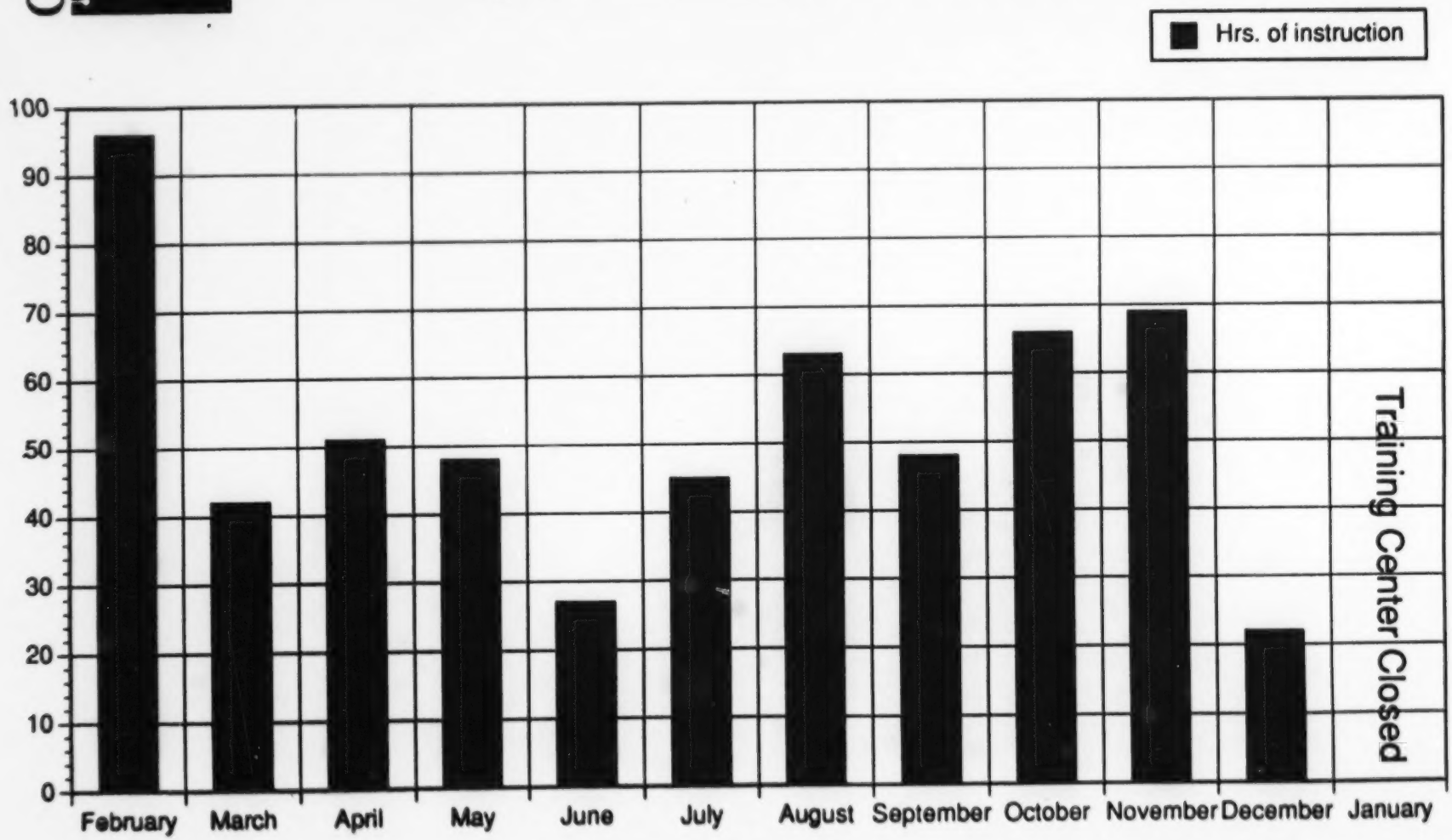


Exhibit H

OTAN North ETC Hands-on Training

OTAN North ETC Hands-On Computer Training Annual Report



51

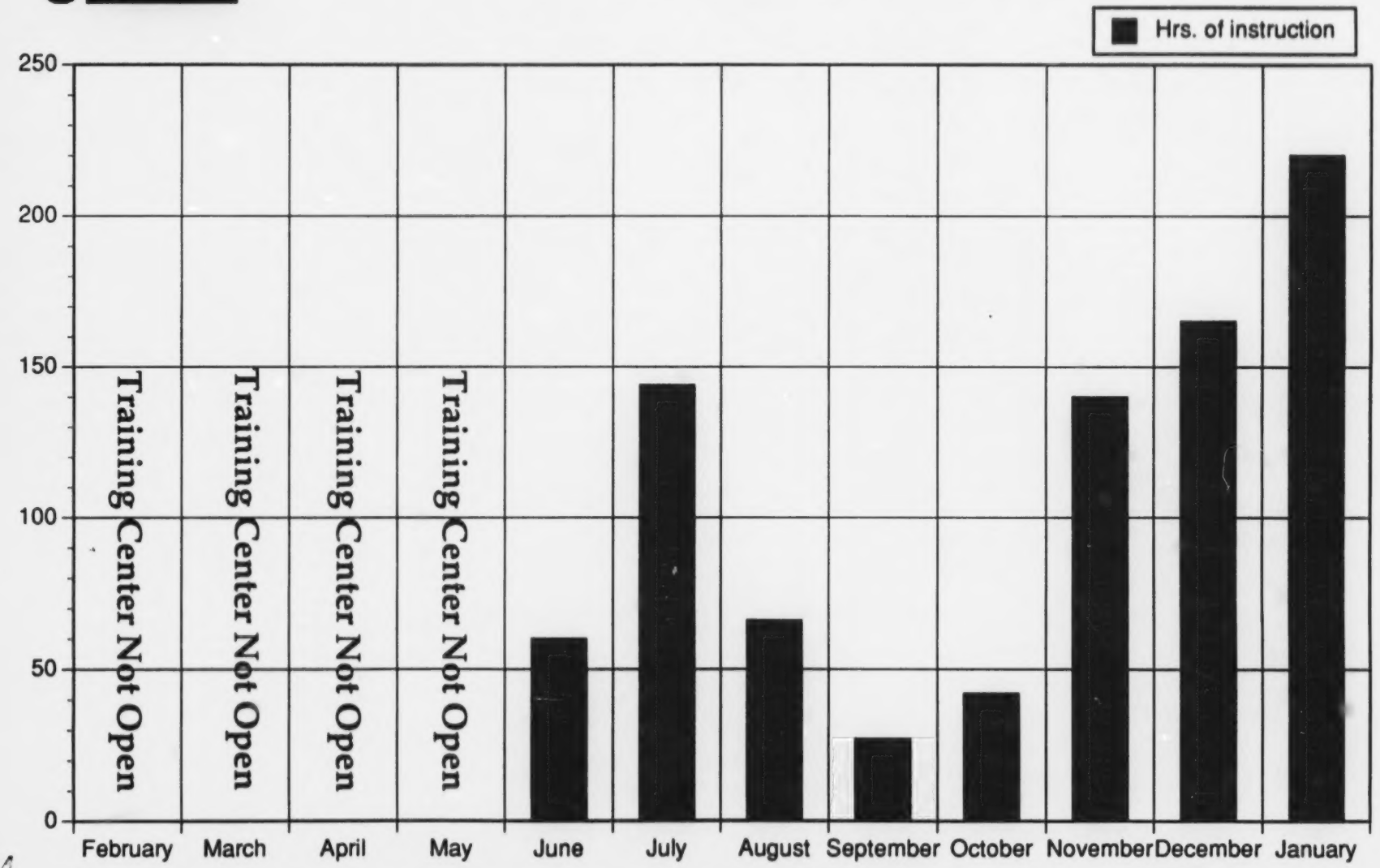
This graph represents the number of hours of individualized instruction in the use of productivity software.

52

Exhibit I

OTAN South ETC Hands-on Training

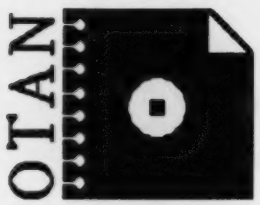
OTAN South ETC Hands-On Computer Training Annual Report



This graph represents the number of hours of individualized instruction in the use of productivity software.

Exhibit J

Regional Resource Center Annual Library Usage



Outreach and Technical Assistance Network
Regional Resource Centers
Annual Library Usage

	BP	LA	MC	MA	RS	GT/SC	SW	HW	RV	VT	WA	Total
Commercial Text												
Borrow	323	4	0	180	0	16	60	52	18	27	0	**680**
Room Use	2493	48	18	17*	153	5	21	8	17	13	35	**2811**
Reference Documents												
Borrow	135	3	0	8	0	0	0	0	5	39	0	**190**
Room Use	119	29	0	*	118	1	8	0	0	25	24	**324**
Videos												
Borrow	55	7	1	51	12	0	3	0	16	44	1	**190**
Room Use	4	21	16	*	49	0	16	0	5	21	1	**133**
Software												
Borrow	0	2	0	0	0	0	0	0	18	3	0	**23**
Room Use	0	27	0	0	54	9	0	0	18	0	20	**128**
Resource Materials	0	18	0	18	139	1	14	0	10	18	32	**250**
Grand Total	**3129**	**159**	**35**	**257**	**525**	**32**	**122**	**60**	**107**	**190**	**113**	**4729**
Online Demo (Minutes)	**460**	**620**	**10**	**170**	**90**	**60**	**120**	**125**	**65**	**60**	**60**	**1840**

***Room usage not recorded**

Exhibit K

OTAN Online Subscriber Profile

OTAN Online Subscribers Profile

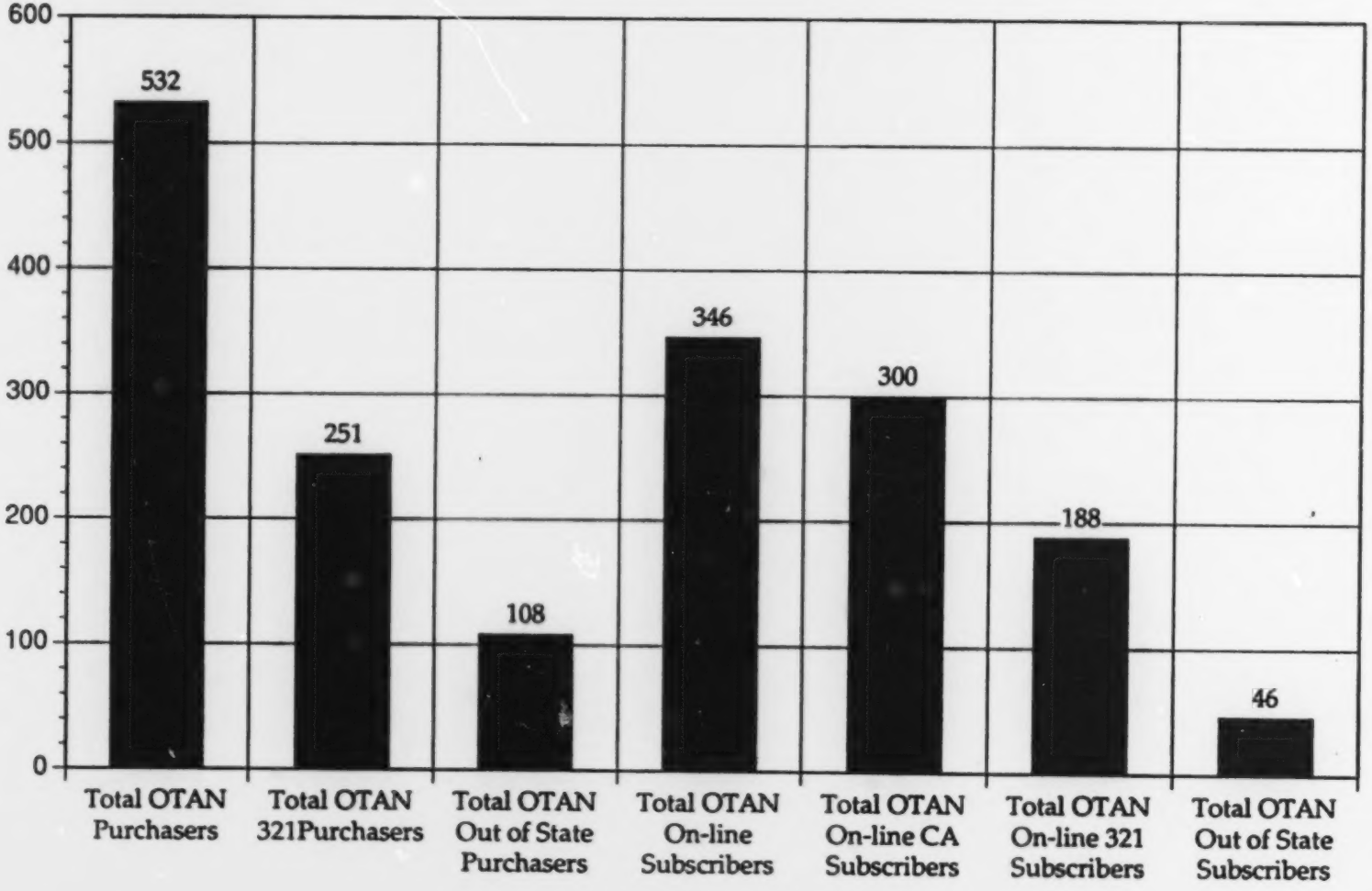


Exhibit L

OTAN Online Forum Activity

Summary

OTAN Online Forum Activity Summary

OTAN Forum usage by month

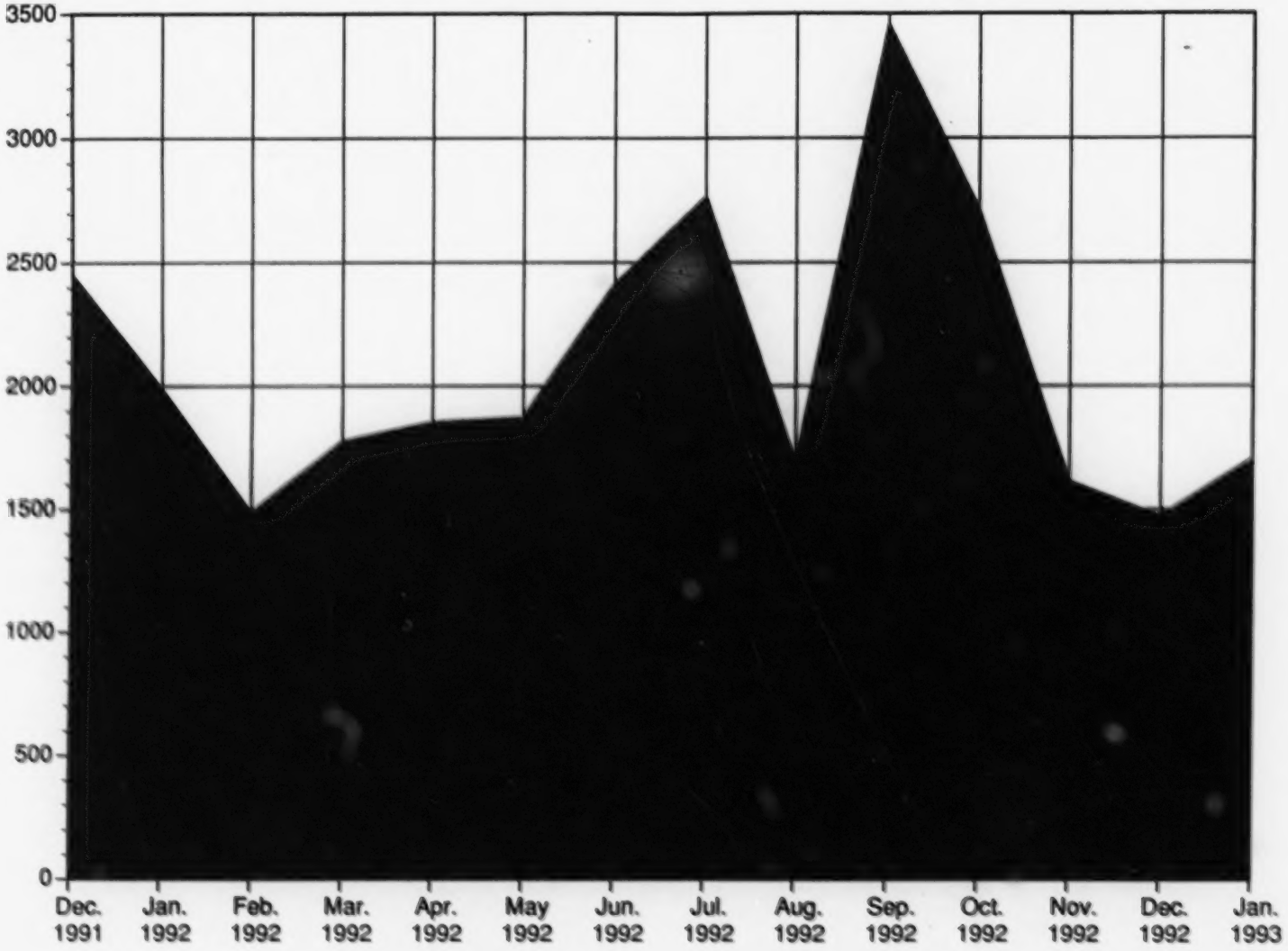
	Num of Uses Dec-91	Num of Uses Jan-92	Num of Uses Feb-92	Num of Uses Mar-92	Num of Uses Apr-92	Num of Uses May-92	Num of Uses Jun-92	Num of Uses Jul-92	Num of Uses Aug-92	Num of Uses Sep-92	Num of Uses Oct-92	Num of Uses Nov-92	Num of Uses Dec-92	Num of Uses Jan-93
About the OTAN Forum	34	26	28	30	34	37	24	33	36	25	35	28	37	30
Round Table	69	73	84	91	52	40	33	21	50	150	66	61	63	78
OTAN Resource Centers	25	22	13	12	18	26	22	21	18	39	71	56	50	46
Want Ads	41	87	46	80	38	45	63	63	34	65	33	20	120	109
Demo Software	11	0	16	8	6	12	29	10	6	19	9	14	5	16
Current Articles	16	18	24	34	77	27	25	34	21	38	36	27	56	35
Legislative Information	314	205	98	196	197	422	529	268	528	501	411	70	35	214
Curricula Resources	113	38	118	176	166	437	175	112	67	108	272	191	171	135
Lesson Plans	9	4	61	17	47	27	64	70	50	152	77	67	91	62
Educational Grants	17	19	18	41	40	72	150	121	56	135	131	100	121	117
Course Outlines	40	51	135	60	101	106	116	68	42	292	168	86	49	53
Upload Area	171	167	95	52	16	4	139	205	0	626				
Public Domain Software	83	258	105	146	418	125	240	157	153	311	124	165	185	107
CDE Info	175	53	44	72	57	117	65	55	13	142	236	137	59	119
Who's Who	105	85	115	126	96	76	89	156	95	80	95	90	77	91
Master Calendar	104	158	117	188	192	158	162	175	162	185	358	193	168	250
Reference Material	1160	751	396	475	333	178	513	1229	393	613	625	337	220	273
Monthly Total Uses	2453	1989	1485	1774	1854	1872	2414	2765	1688	3456	2712	1614	1470	1705

Total by forum area 10/1/90 - 1/31/93

	Lifetime Forum Use by Area
About the OTAN Forum	665
Round Table	1395
OTAN Resource Centers	753
Want Ads	1048
Demo Software	312
Current Articles	838
Legislative Information	5571
Curricula Resources	2582
Lesson Plans	1046
Educational Grants	1878
Course Outlines	2244
Upload Area*	3333
Public Domain Software	4022
CDE Info	1833
Who's Who	1960
Master Calendar	4421
Reference Material	12826
Monthly Total Uses	46727

* The Upload Area represents usage from the full range of forum areas since it is used in part as a temporary storage area for outdated documents. Monitoring the Upload Area assures complete reporting of forum use. Beginning October 1992 openings represented within the Upload Area have been reassigned to the appropriate forum area.

OTAN Online Forum Activity Summary



Numbers of Documents Opened per month

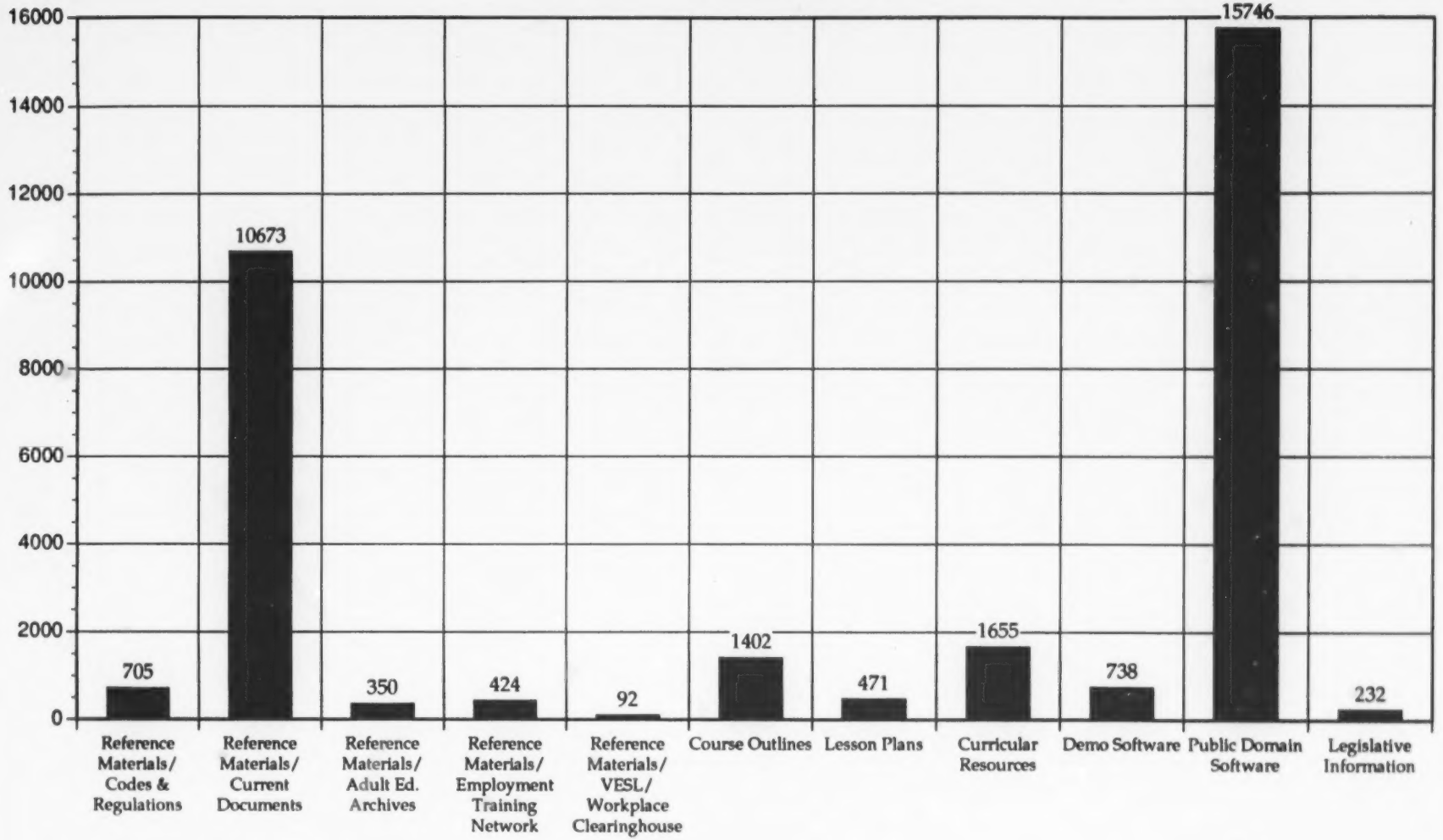
Exhibit M

OTAN Online Forum Size

Outreach and Technical Assistance Network

OTAN Online Forum Size by Selected Components

January 31, 1993



Values Represented in Kilobytes (K)

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement (OERI)
Educational Resources Information Center (ERIC)

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